



S/N 09/896,471

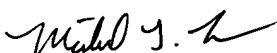
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Hollinger et al. Examiner: Lin, W.
Serial No.: 09/896,471 Group Art Unit: 2154
Filed: June 29, 2001 Docket No.: 60027.0004US01/BS00318
Title: Automated Real-Time Appointment Control

CERTIFICATE UNDER 37 CFR 1.8:

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Mail Stop RCE, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on August 10, 2005.


Michael T. Lukon

RESPONSE AND AMENDMENT

Mail Stop RCE
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Applicants respectfully request continued examination and consideration of the following amendments and remarks contained herein in response to the final Office Action mailed June 1, 2005. Please enter the following amendments to the claims and consider the following remarks addressing all points raised by the Office Action as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 8 of this paper.